

Information for Referrers

What is Live Well Stay Well?

- A single point of access for residents that provides support with making healthy lifestyle changes and/or managing long term conditions
- Only one referral is required to access a wide range of support and information
- Offers holistic support and follow up for resident who need support with multiple issues
- Live Well Stay Well also provides some lifestyle services directly, including stop smoking and weight management, without any onward referral required

What can residents expect?

- All residents referred will receive a phone call, usually within 48 hours or at a time of their choice
- If residents self-refer they can complete an online or phone assessment
- They will be asked a series of questions to understand what support they would like and what they are eligible for to tailor the services offered
- Residents can then choose which services they would like to find out more about and request a referral or signpost
- Residents will be followed up over 12 months to find out how they are getting on and to offer additional support
- All Live Well Stay Well services are free. Some external services that LWSW refer or signpost to may have a charge. The resident will be informed if there is a charge before they choose to be referred

What services could they access through Live Well Stay Well?

- The Live Well Stay Well single point of access is available to all Buckinghamshire residents or those registered with a Buckinghamshire GP practice
- Some services are subject to eligibility criteria which will be checked by Live Well Stay Well
- Live Well Stay Well provides tailored support for each client's individual circumstances
- **Live Well Stay Well directly provides:**
 - Digital lifestyle support for stop smoking losing weight, getting more active, and drinking less alcohol (universal service) (16+ years)
 - Phone or face to face support with stop smoking and weight management (adults and children 12+ years)
 - Group support for families for children's weight management - Spark (children 7-13 yrs)

How do I refer?

- The quickest and easiest way to refer is by completing the short online referral form at: www.livewellstaywellbucks.co.uk and click the 'Professional Referrals' link at the top of the page
- Residents can also self-refer by visiting www.livewellstaywellbucks.co.uk or calling 01628 857311
- To order leaflets and posters please contact: info@parkwoodhealthcare.co.uk

Live Well Stay Well also refers and signposts to a wide range of external services including:

- Physical Activity services such as **Active Bucks** and **Exercise on Referral**
- Psychological support services such as **Healthy Minds** and **Live Well**
- **Diabetes Management & Support** programmes
- **Digital online resources** to support lifestyle and long term condition self care
- **Alcohol Reduction** (One Recovery Bucks)
- **Social Prescribing** (e.g. food banks, bereavement support)

The list of available services is always expanding, if you would like further details of the directory of Buckinghamshire lifestyle services available via Live Well Stay Well, or if you wish to recommend a service for us to signpost to, please contact: info@parkwoodhealthcare.co.uk

Will I get any feedback after I have referred someone?

- At the point you submit a referral via our secure online form, you will receive a message on screen to confirm that the referral has been successfully sent and received at Live Well Stay Well
- Your organisation will receive regular feedback on action taken and progress made by those you have referred to us. These reports will provide an anonymised summary of data for the period
- Feedback reports will be provided on a quarterly basis. You will be asked to provide a point of contact for this information to be supplied to
- Clients will be able to opt out of their data being included in feedback reports. We will only be able to supply data in the summary report for those who have provided consent

How can I feedback on the service?

- We appreciate all feedback, good or otherwise! Your feedback forms an important part of our continuous improvement of Live Well Stay Well
- You can access our quick and simple online feedback form via our website

www.livewellstaywellbucks.co.uk

or call 01628 857311